

**IPRS PROJECT – PRODUCTION
MONTHLY STATUS REPORT – August 2002**

| MH/DD/SAS Information Services | | Report Period | Report Issued |
|--|--|--|--|
| Gary Imes | | August 1 - August 31, 2002 | September 6, 2002 |
| <p>Overall Assessment - During the month of August, several new fiscal year issues were resolved. An evaluation of new fiscal year system parameters was reviewed and items were forwarded to EDS for research. The Division and the Controller's Office distributed the Hold Harmless procedure document to the Council for their comment. The circulation of this document closes this issue on the Pilot Site Issues List. There are currently only five items left on the Pilot Issues list. There were three check writes in August. The Pilot Sites are making good progress in developing processes to incorporate IPRS into the business functioning of the Area Programs. With the beginning of September IPRS Production is preparing for Phase 1 Implementation Area Programs to move from the test environment to production. DMA has notified providers that there will be only 3 checkwrites in September instead of the 4 originally scheduled. This will prevent Phase 1 AP's from coming on IPRS production until the 1st checkwrite in October, now scheduled for October 4th.</p> <p>SEC- Reported that their vendor was unable to reproduce their file submission error problem. SEC continued to submit files to EDS by manually correcting sequence problems. SEC reported that to reduce the billing error rate submitted to IPRS, they have implemented on-line screen form error checking. SEC had a total of 13,015 finalized claims process through IPRS in August. SEC had 11,592 claims paid for an amount of 1.3 million dollars.</p> <p>DSL- The major number of denials were due to the timely filing issue. This has apparently been caused by not posting of claim denials to the local system. Three staff from the DMH/DD/SAS IT Operations area traveled to DSL for two days to assist in posting denials to the AP's local system. They have one more trip planned for the first week in September. DSL is still waiting on the TPL segment from their vendor. DSL had a total of 12,012 finalized claims process through IPRS in August. DSL had 2,939 claims paid in August for a total payment of about \$200,000.</p> <p>DIRM Project Review – In July and August, DHHS DIRM QA conducted an interim review of the IPRS Implementation phase. The review was positive with favorable remarks for the project to continue to move forward successfully toward completion. Emphasis was given to the importance of managing the risks identified in the Risk Management Plan. The report identified five areas of concern. Each concern was analyzed and an action plan developed for its timely mitigation. The detailed QA review and IPRS response is available upon request.</p> | | | |
| <p>EDS IPRS Staffing – A meeting was held with EDS program management to discuss the IPRS EDS staff. The final SE position on the HIPAA project has been filled and the person will join us in mid-September. EDS will evaluate the best use of resources between the three main activities of HIPAA implementation, Statewide Roll Out, and Production Support. Once their research is complete, they will present a report to DMH/DD/SAS for review.</p> | | | |
| <p>CSR Report There were 14 CSRs completed during the month of August. The EDS browser group completed two of these CSRs and several report modifications were completed. The CSR to utilize the Disaster Recovery backup process to extend our flat file GDG archiving time frame was completed. There were 13 new CSR's generated in August. One of the CSRs will prevent suspended claims from May and June from being paid after the timely filing deadline at the end of August.</p> | | | |
| Production Issues | | | |
| 1 | Clean Claim Error Report – August | System Errors 0.65% | Division Errors 0.79% |
| | | LME Errors 5.67% | |
| 2 | Pilot Site Issues List | Issues list is down to 5. The # 1 issue of Hold Harmless procedures has been completed as of 08/22/2002. | |

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Phase I - Area Programs (6) - - Guilford, New River, Pathways, Smoky, VGFW, Wayne

Overall Assessment

The Phase I schedule was shortened by delays that related to the publication of some State Plan details (i.e. target population eligibility criteria). The original project schedule provided 3 checkwrite cycles from which to choose an implementation date. Unfortunately, the last date 9/20 (which was the preferred date given the very tight schedule) was replaced by DMA with 10/4. Therefore, no AP's will implement IPRS in September. There is at least 1 AP that will probably implement 10/4. At this time, we are unsure of the projected implementation dates for the other 5, although all 5 appear to be making significant progress. It is clear that CSM users have been able to take advantage of their vendor's experience in working with the pilot AP.

Client Enrollment (834)

The task of modifying Health Information Management (HIM) systems for doing client enrollment has gone smoothly for the Aps. VGFW has encountered problems with the development of the client eligibility data entry screen required for enrolling clients and the logic for producing the 834 transaction. Once these issues are resolved, certification of the 834 should go quickly. This issue has been discussed several times with U/C Management and support continues to improve. The U/C project manager spent August 29th at VGFW testing both the 834 and 837 transactions and produced several program fixes. Pathways and Guilford have nearly completed their client enrollment. The other APs have completed their 834 format certifications and are testing 834 content.

Claims Submission (837)

Guilford, Smoky and Wayne have completed 837 format certification and have started 837 cycle testing. Pathways, New River and VGFW are testing their 837 for format certification. Phase I CMHC users have decided to run the IPRS remittance process outside of their A/R system.

IPRS Production Operation

APs must complete 837 cycle testing and verify the accurate operation of their HIM before they will be eligible to move to production IPRS.

Key Milestones -

| Phase I Implementation tasks | | Status | Action |
|-------------------------------------|----------------------|---------------------------------------|---|
| 1 | AP signoff of TPA | 6 Complete | |
| 2 | AP signoff of MOA | 6 Complete | |
| | 834 Certification | | |
| 3 | - Format | 5 Complete | VGFW testing |
| 4 | - Content | Guilford, Pathways, Wayne complete | New River, Smoky, VGFW testing |
| | 837 Certification | | |
| 5 | - Format | Guilford, Smoky, Wayne complete | Pathways submitted 1 st test 8/4, New River 8/26, VGFW 8/29 |
| 6 | - Cycle testing | | Guilford submitted 3 test cycles, Smoky submitted 1 st test 8/27, Wayne to submit 1 st by 9/4 |
| 7 | AP Client Enrollment | Guilford, Pathways | |
| 8 | In Production | | |

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Phase II - Area Programs (8) - - Lee-Harnett, Mecklenburg, OPC, Sandhills, SE Regional, Tideland, Wake, Wilson-Greene

Overall Assessment

The kickoff meeting for Phase II APs was held 8/5. Betty Cogswell reviewed the project plan, provided other overview comments and answered questions about Phase II activities and tasks. The decision was made to conduct the project status meetings by vendor user group versus phase. The first conference call by user group was held 8/19 for Phase I and II CSM and U/C APs and Phase I CMHC APs. A separate conference call will be scheduled for the 2 Phase II APs who have BCMS/Medipay and Wildata.

Client Enrollment (834)

The task of modifying HIM systems for doing client enrollment has started and all APs have been working with their vendors to prepare their 834s for format certification. The 3 APs that use U/C must wait to submit an 834 for format until VGFW receives an approved format. When the APs have completed 834-format certification, they will submit a representative mix of clients to confirm the accuracy of the 834's content. APs can enroll active clients in production from 9/16 - 12/5.

Claims Submission (837)

APs need to complete 837-format certification before starting 837 Cycle testing (actually submitting claims to IPRS for payment) that can be conducted from 9/24 - 11/22.

IPRS Production Operation

APs must complete 837 cycle testing and verify the accurate operation of their HIM before they will be eligible to move to production IPRS.

Key Milestones -

| | Phase II Implementation tasks | Status | Action |
|---|--------------------------------------|--------------------|---|
| 1 | AP signoff of TPA | 5 Complete | Mecklenburg, OPC, SE Regional reviewing |
| 2 | AP signoff of MOA | 6 Complete | OPC, Wake reviewing |
| | 834 Certification | | |
| 3 | - Format | Sandhills complete | Tideland submitted 1 st test 9/3 |
| 4 | - Content | | Sandhills testing |
| | 837 certification | | |
| 5 | - Format | | |
| 6 | - Cycle testing | | |
| 7 | AP Client Enrollment | | |
| 8 | In Production | | |